

EXHIBIT 1  
DATE 1/27/09  
HB 2



January 26, 2009

Appropriations Committee  
Montana State Legislature

RE: Incumbent Worker Training/B.E.A.R Programs

To Whom It May Concern:

Our small business in Livingston is called ServiceMaster Restoration. We are a locally owned franchise of the national ServiceMaster organization based in Memphis, Tenn. We have been in business in Livingston for 13 years. We restore homes to their pre-fire or flood damage condition. Last year, we participated in the pilot of the B.E.A.R program, and were recipients of Incumbent Worker Training Grant funds.

This opportunity was particularly exciting for our business. Over the past 10 or so years, the ServiceMaster Corporation, along with a couple of other national disaster restoration companies, and many large homeowners' insurance companies, began transforming the way homeowner's insurance fire and flood claims are handled. The "old" way was for the homeowner to have to select from a list of local companies, and do their own research on the quality of their work, reputation, knowledge, etc. The "new" process is called Quality Restoration Vendor or QRV. This program was designed to make homeowner's insurance claims a bit more like health insurance. We are now part of a "preferred provider" network, the participants in which have agreed to pricing, quality, great customer service, experience, and other specifications in order to be a part of the insurance carrier's network. The result is that homeowner and their homeowner's insurance company can be assured that each job was completed by a certified specialist who understood and agreed to the expectations of the program.

In return for our certification in this program, we are guaranteed first response for restoration claims through these contracted insurers. Along with this comes streamlined efficiency of payment on claims to us.

We had put this training off for a long time because we could not afford to send our staff to 1 week each of specialized training, and our owner to 4 weeks specialized training. With the help of the incumbent worker training funds, we were able to become certified, and our staff now have advanced skills they can carry with them should they choose to move on from our company. We have seen an increase in our restoration business of about 7% since becoming certified in the Spring of 2008.

P.O. Box 1272  
25 Billman Lane

Livingston

406-222-5865

The anticipated benefits of this program to the State of Montana are:

- Provides training to workers the company they work for may not have otherwise been able to afford.
- Small businesses employ a great percentage of the nation's workforce – and especially in Montana.
- Small businesses do not always have the capital to provide extra or specialized training to their staff.
- Putting tax dollars directly into businesses to increase the skill level of our state's workers only makes the quality of work done in Montana that much better.
- With a reputation for a quality workforce, companies will be encouraged to start business in Montana, creating more jobs and opportunity.
- In our case, increase in revenue creates a stronger Montana business, which in turn creates a stronger Montana economy!
- Training workers creates a strong Montana workforce.

In closing, I would like to encourage the appropriations committee to continue funding the Incumbent Worker Training Grant and B.E.A.R programs to continue to create strong Montana businesses and a strong, well-trained Montana workforce! If the funding does not continue, Montana will have missed out on a great opportunity to track the data on how this program might have helped positively impact the success of businesses, and in turn the overall economy in our state. Training workers for new skills is a form of economic stimulus which will last well beyond any check cashed at the bank.

Sincerely,

John and Lara Salazar  
Owners, ServiceMaster Restoration



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DATE 1/27/09  
H 2

118 E. Seventh St.; Suite 2A Anaconda, MT 59711  
ph: 406.563.5259 fx: 406.563.5476  
<http://www.medamembers.org>

January 26, 2009

**TO: Joint Appropriations Subcommittee on General Government**  
**Bill McChesney, Chair**

The Montana Economic Developers Association (MEDA) represents over 200 professionals who work for local economic development organizations across the state of Montana. We are professional "lead" economic developers, business specialists, government employees, and staff members of affiliated non-profit organizations which promote and foster economic development activities in Montana.

MEDA strongly supports program and financial support for the purpose of incumbent worker training. For several years, MEDA has operated the highly successful Montana Business Expansion and Retention (BEAR) program which strengthens local companies and enhances a community's business climate. It is a fact that business expansion and retention is an important part of the economic development process. The most growth, wealth creation and expansion capabilities exist within our homegrown businesses that were conceived, incubated and grown in Montana. These are the businesses the BEAR program targets working in conjunction with the Incumbent Worker Training Program.

The Montana BEAR Program was an entry vehicle for the Incumbent Worker Training Grant Pilot Program which proved to be successful and met many existing needs of Montana business owners. With your support, this program could be expanded statewide and meet the needs of business owners all across the state.

Thank you for your support for incumbent worker training.

Sincerely,

Jim Davison, President  
MEDA

Gloria O'Rourke, Coordinator  
MT BEAR Program

JOIN US AT <http://www.medamembers.org>

BOARD OF DIRECTORS: JIM DAVISON, PRESIDENT, ANACONDA \* BRETT DONEY, VICE PRESIDENT, GREAT FALLS \*  
\* LARRY MIRES, TREASURER, ANACONDA \* RICK EDWARDS, PAST PRESIDENT, BUTTE \* GLORIA O'ROURKE, SECRETARY \*  
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\* KATHIE BAILEY, LEWISTOWN \* PAUL TUSS, HAVRE \* STEVE ARVESHOU, BILLINGS \* KEN RICHARDSON, MISSOULA \*

Dear Appropriations Committee:

My name is Denise Bassett and I co-own Big Bear Electric, LLC in Livingston. I am grateful for the opportunity to have received training grants thru your program.

Both times these funds enabled my company to send employees to trainings vital to the growth of the company. Recently, we sent my husband, Mark Bassett, to the HERS training in Billings in January of this year. We are very excited to be a part of the GREEN movement and to assist our customers in making the transition to eco-friendly options. The HERS training opportunity came at a time when our customers are having a hard time paying us and we have had to juggle our finances to compensate for the lack of income. If the Incumbent Worker Training Grant funds had not been available, there is no way Mark could have attended this training. We just didn't have the money. Not only did the grant funds cover the \$1,200.00 training course, but also the hotel room and gas to drive to and from Billings, totaling an additional \$462.00. Spending money on training during this recession is the last way I can spend money when I'm concerned how I'm going to make payroll next week.

GREEN Technology is an industry that is growing fast and has the full support of the public. There is a natural interest in utilizing GREEN alternatives and people are willing to invest in GREEN options because the value received far outweighs the low cost, traditional choices. This is powerful because we are in a recession and our economy has slowed immensely. In this slow economy I know my company is on the right path because we continue to receive positive feedback for going GREEN. Trainings like these empower small business owners, like myself, to keep moving forward in this down economy.

We are electrical contractors and we specialize in electrical applications. The HERS training and any potential GREEN technology class is an outstanding investment in our type of business. Learning different GREEN building perspectives helps us to provide better and more cost effective options for our customers. These types of trainings are a great way to invest our tax dollars into a prosperous future for our community. It is my sincere wish and recommendation that you continue this program and expand it for the entire state. Thank you.

Denise Bassett  
Big Bear Electric, LLC  
406-222-1900 office  
406-222-1910 fax

January 26, 2009

Joint Appropriations Subcommittee on General Government  
Members of the House of Representatives  
State Capitol  
Helena, MT 59620

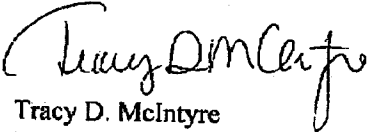
Dear Mr. Chairman and Committee Members;

On behalf of Eureka Rural Development Partners, Board and staff I would like to extend our support of the incumbent workforce training program outlined in HB 2. I see the incumbent workforce training program, piloted in the Billings/Columbus areas last year, filling a critical need in Montana. I fully support the continuation of this program as well as extending it to cover all of Montana.

Eureka Rural Development Partners is a local development organization in North Lincoln County, Montana serving Northwest Montana. We serve Northwest Montana as the Cooperative Development Specialist under the Montana Cooperative Development Center (MCDC) as well as administer the Lincoln County Business and Expansion program (BEAR). Through our work with both the MCDC and the BEAR programs we have identified potential businesses that would greatly benefit from an incumbent workforce training program.

We urge you to continue the incumbent workforce program and make it State wide.

Sincerely,



Tracy D. McIntyre  
Executive Director



## Business Expansion and Retention Program

January 26, 2009

**Joint Appropriations Subcommittee on General Government**  
Members of the House of Representatives  
State Capitol  
Helena, MT 59620

Dear Mr. Chairman and Committee Members;

Lincoln County Business Expansion and Retention (BEAR) team is writing to support the incumbent workforce training program outlined in HB 2. We feel that the incumbent workforce training program, proved its need in the State of Montana when it piloted successfully in the Billings/Columbus areas last year. We feel that the incumbent workforce training is a critical need in the State especially now with our economical situation. With programs such as this, we can better serve our business clients and help them retain employees and make their businesses more efficient. The demands on our rural small businesses continue to grow. The incumbent workforce training will allow the businesses opportunities to invest in their employees while, hopefully, expanding or upgrading their business.

We urge you to continue the Incumbent Workforce Training program and make it a program available across Montana.

Sincerely,

Tracy McIntyre  
On behalf of the Lincoln County BEAR Team

Tobacco Valley Community  
Development Council

MSU-Lincoln County  
Extension Service

Libby Main Street Inc.

Kootenai Job Service  
Workforce Center

Libby Area  
Chamber of Commerce

Eureka Area  
Chamber of Commerce

Eureka Rural Development  
Partners, Inc

Kootenai River  
Development Council

Procurement Technical  
Assistance Center (PTAC)

Small Business  
Development Center (SBDC)

SCORE; Counselors to America

Flathead Valley Community  
College-Lincoln County Campus

Lincoln County, Montana

PO Box 395  
Eureka, MT 59917

406-297-7374  
406-296-9019  
406-293-1885  
406-298-7781 ext. 221

Dear Joint Appropriations Sub Committee  
Helena, Montana:

January 24, 2009

The IWTG fund program enabled Montana Boatbuilders Inc. to send two employees to training which would otherwise been out of reach financially. Our company received grants which covered travel and tuition expenses with matching funds from our company for training advanced composites techniques at a boatbuilding school in Maine for one employee and to send another employee to the same school to be trained in custom marine bronze casting. This type of training is rarely available in small sessions other than technical college programs. The ability to send our shop foreman to this training in a week long period was invaluable. The cost of the program while, not exorbitant, was prohibitive to our small six person company, particularly when factoring in tuition, room and board, airfare, regular wages, taxes, etc.

The result from the advanced composites class was that the employee quickly learned the specific knowledge needed for applying advanced composite techniques to our production line. These changes were able to be implemented very soon after his return with subsequent training of other employees as well as a further investment in tooling by MBB. (Yet another reason the funding was so critical).

The end result has been to give our small company the knowledge about tools, processing and implementation techniques to reduce man hours per composite part, increase part quality, and keep up with much larger manufacturers with regards to technology. This has kept us competitive with larger out of state companies and allowed us to decrease non-value added time in part making which increases the bottom line. Additionally MBB was able to increase the employees wages proportional to his skill set which we believe will aid us in retention.

The marine bronze program for which we received funds had a similar effect for our company. Making one-off bronze casting is expensive to outsource to a foundry. Using the techniques learned in the class we are now able to quickly and inexpensively build our own molds and make custom bronze parts on an as needed basis in house. While we still outsource large casting jobs locally, we now have the ability to make parts that individual customers request and make our products stand out from the rest of the industry out of state.

MBB would like to thank the State Dept of Labor and industry, the regional BEAR team and Sue Hanken of Livingston Job Service in particular for helping us achieve some of our goals as a result of the IWTG program. We would like to offer our enthusiastic endorsement of the program to be continued and expanded for the use of Montana companies like ours.

Sincerely,  
Jason Cajune, President  
Montana Boatbuilders, Inc.  
26 Pine Meadow Road  
Livingston, Montana 59047

**<http://www.montanaboatbuilders.com/>**

DEAR MS. BECK,

I AM A DIRECTOR OF KIDS CLUB, A NEWLY REORGANIZED DAY CARE CENTER IN COLUMBUS (STILLWATER COUNTY) SERVING APPROXIMATELY 85 FAMILIES. WE HAVE BEEN GIVEN NON-FOR-PROFIT STATUS BY THE STATE AND ARE CURRENTLY AWAITING TAX EXEMPT STATUS FROM THE IRS.

THROUGH THE STILLWATER COUNTY ECONOMIC DEVELOPMENT OFFICE WE HAVE BEEN ABLE TO GET TRAINING SOME OF OUR STAFF WITHOUT COST TO OUR ALREADY FINANCIALLY STRUGGLING CENTER. WE HAVE HAD TRAINING ON COMPUTER QUICKBOOKS, DISCIPLINE USING LOVE AND LOGIC, AND AN UPCOMING CLASS ON NUTRITION AND MEAL PLANNING FOR OUR CENTER. THE RESULTS LEARNED IN THESE CLASSES ARE THEN SHARED WITH ALL EMPLOYEES OF OUR CENTER.

TRAINING HAS BEEN EXCELLENT AND USEFUL TO US. WE WOULD NOT BE ABLE TO AFFORD IT WITHOUT THE GRANT MONIES. IN ORDER TO KEEP THIS PROGRAM IN TACT, I STRONGLY URGE YOU TO INDICATE IT'S NECESSITY TO LAW MAKERS. WE NEED TO HELP FAMILIES IN THIS HORRIBLE ECONOMY. THEY ARE FINDING IT DIFFICULT TO PAY FOR CHILD CARE AS IT IS. OUR TRAINING HAS BENEFITTED THEM AND THEIR CHILDREN BECAUSE WE HAVE NOT HAD TO PASS ON OUR TRAINING COSTS TO THEM THROUGH INCREASED DAY CARE FEES.

THANK YOU FOR YOUR CONSIDERATION.

SUE GERAGHTY, TEACHER AND BOARD PRESIDENT  
KIDS CLUB CHILD CARE CENTER  
COLUMBUS, MONTANA 59019  
322-6214



January 27, 2009

**Joint Appropriations Subcommittee:  
General Government  
Montana State Capitol**

Representative Bill McChesney, Chairman  
Senator Rick Laible, Vice Chairman  
Representative Walter McNutt  
Representative Bill Nooney  
Representative Jon Sesso  
Senator Ken (Kim) Hansen  
Senator Ryan Zinke

Dear Chairman McChesney and Members of the Committee:


I am writing in support of the Incumbent Worker Training Grant available at regional sites through the Montana Department of Labor and Industry. Employees from my company, including myself, have directly benefited from training resulting from this grant program via the Lewistown region.

I am the owner of Cream of the West, a small business that manufactures Montana whole-grain products. We are located in Wheatland County, which has the unfortunate distinction of being one of the poorest counties in the state. Like many other rural Montana counties, we struggle to survive and desperately need thriving businesses that can provide workers with decent-paying jobs.

Training we attended with funding from Incumbent Worker Training Grants has positively impacted our business. We added a full-time employee and retained a part-time employee due to sales from a new product we developed after attending training. Over \$6,000 of this year's Christmas sales can be directly attributed to contacts made during another training session. And, we are actively pursuing the export of our products as a result of a seminar attended.

Now is a crucial time to encourage business growth in our state. Incumbent Worker Training Grants have helped Montana businesses to expand and retain employees in a measurable way. I urge you to continue funding this results-oriented program. It works! Thank you for your consideration.

Sincerely,



**Alicia Moe, Owner  
CREAM OF THE WEST**

**CREAM OF THE WEST**  
PO Box 2909 Harlowton, MT 59085  
[cotw@mtintouch.net](mailto:cotw@mtintouch.net) 1-800-477-2383 [www.creamofthewest.com](http://www.creamofthewest.com)